

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-25. (canceled)

26. (new) A method performed by a voice portal, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character, based on the identifying information, to be used by the voice portal when audibly interacting with the caller;
detecting a speaking voice associated with the caller through the voice portal interaction with the caller;
identifying a second voice character based on the detected speaking voice associated with the caller; and
changing from the first voice character to the second voice character when further audibly interacting with the caller.

27. (new) The method of claim 26, further comprising:
determining a locale associated with the call based on the identifying information.

28. (new) The method of claim 27, wherein identifying a first voice character

includes:

determining the first voice character as a voice character associated with the determined locale.

29. (new) The method of claim 27, further comprising:
presenting prompts to the caller based on the determined locale.

30. (new) The method of claim 26, further comprising:
determining a type of communication device used by the caller based on the identifying information.

31. (new) The method of claim 30, wherein identifying a first voice character includes:
determining the first voice character based on the determined type of communication device used by the caller.

32. (new) The method of claim 26, further comprising:
determining actions of the caller during the voice portal interaction with the caller.

33. (new) The method of claim 32, wherein identifying a second voice character includes:
determining the second voice character based on the detected speaking voice associated

with the caller and the determined actions of the caller.

34. (new) The method of claim 26, further comprising:
permitting the caller to select a third voice character; and
changing from the second voice character to the third voice character when further
audibly interacting with the caller.

35. (new) A system, comprising:
means for receiving a call from a caller, where the call includes identifying information;
means for identifying a voice character based on the identifying information;
means for audibly interacting with the caller using the voice character;
means for detecting a speaking voice associated with the caller when audibly interacting
with the caller;
means for identifying a different voice character based on the detected speaking voice
associated with the caller; and
means for further audibly interacting with the caller using the different voice character.

36. (new) The system of claim 35, further comprising:
means for determining a locale associated with the call based on the identifying
information.

37. (new) The system of claim 36, wherein the means for identifying a voice

character includes:

means for determining the voice character as a voice character associated with the determined locale.

38. (new) The system of claim 35, further comprising:

means for presenting prompts to the caller based on the determined locale.

39. (new) The system of claim 35, further comprising:

means for determining a type of communication device used by the caller based on the identifying information.

40. (new) The system of claim 39, wherein the means for identifying a voice

character includes:

means for determining the voice character based on the determined type of communication device used by the caller.

41. (new) The system of claim 35, further comprising:

means for determining actions of the caller during the audible interaction with the caller.

42. (new) The system of claim 41, wherein the means for identifying a different voice

character includes:

means for determining the different voice character based on the detected speaking voice

associated with the caller and the determined actions of the caller.

43. (new) The system of claim 35, further comprising:

means for permitting the caller to select another voice character; and

means for audibly interacting with the caller using the selected voice character.

44. (new) A system, comprising:

a voice portal to:

receive a call from a caller, where the call includes identifying information,

determine a locale associated with the caller based on the identifying information,

identify a voice character that is associated with the determined locale,

audibly interact with the caller using the voice character, and

switch from the voice character to a different voice character based on the audible interaction with the caller.

45. (new) The system of claim 44, wherein the voice portal is configured to present audible prompts to the caller based on the determined locale.

46. (new) The system of claim 44, wherein the voice portal is further configured to determine a type of communication device used by the caller.

47. (new) The system of claim 46, wherein when identifying a voice character, the

voice portal is configured to determine the voice character based on the determined type of communication device used by the caller.

48. (new) The system of claim 44, wherein the voice portal is further configured to determine actions of the caller while audibly interacting with the caller.

49. (new) The system of claim 48, wherein the voice portal is further configured to determine the different voice character based on the determined actions of the caller.

50. (new) The system of claim 44, wherein the voice portal is further configured to:
detect a speaking voice associated with the caller while audibly interacting with the caller,
and
determine the different voice character based on the detected speaking voice.

51. (new) The system of claim 44, wherein the voice portal is further configured to:
permit the caller to select the different voice character.

52. (new) A method, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character based on the identifying information;
providing audible prompts to the caller in a speech pattern based on the first voice
character;

detecting a speaking voice associated with the caller;

identifying a second voice character based on the detected speaking voice associated with the caller; and

providing further audible prompts to the caller in a speech pattern based on the second voice character.